

W-2 and Refugee E & T Co-Case Management Example

Dual enrollment allows the W-2 agency to ensure full engagement and make effective use of available community resources. The voluntary resettlement agency (VOLAG), the refugee E&T case manager and the W-2 FEP all have contractual responsibilities to provide case management services to at least some refugees for at least some period of time. Therefore, staff of these agencies need to work closely together to coordinate elements of the refugee self-sufficiency plan and the W-2 employment plan and to reach a joint resolution with the refugee to determine the refugee's goals and the best plan to reach those goals. The specific roles and responsibilities of each agency in the community should be identified in a Memorandum of Understanding. The case managers will need to identify the appropriate activities and responsible parties for each case. The following example indicates how this can be achieved for a specific family.

In this example, a refugee is participating in a refugee E&T agency's Employment and Training program and the W-2 program. This description does not include Match Grant participation.

1. The VOLAG initiates a Request for Assistance and assists the refugee and W-2 agency in establishing the initial appointment and arranging transportation. The VOLAG provides the W-2 agency with information concerning R&P funding and any Match Grant participation.
2. The VOLAG provides information to both the W-2 and refugee E&T case managers on what life skills training, world of work orientation, housing, and other services the agency or the anchor relative will provide. The FEP incorporates these activities into the W-2 plan, and the VOLAG provides attendance information for scheduled activities which it will provide.
3. The two case managers work together with the refugee to develop their E&T self-sufficiency and W-2 employability plans. Following an initial assessment, the W-2 FEP will determine the W-2 employment position (e.g. Trial job, CSJ, W2-T) and will assign appropriate job preparation, life skills, ESL, job search training, supported job search and other needed training in coordination with the refugee E&T case manager. Applicable services from the refugee E&T agency and/or the VOLAG that meet W-2 program requirements are counted in the W-2 employability plan and tracked in CARES for W-2. The W-2 EP is incorporated into the refugee agency self-sufficiency plan.
4. W-2 program guidance for two parent households can be found in the W-2 manual. Two parent participation requirements for refugees enrolled in W-2 are the same as for any other two-parent participants. However, most large refugee families will need to have both parents participate in self-sufficiency services. Whether one or both parents are engaged in W-2 services, the refugee E&T case manager can be of help to the W-2 FEP in planning bilingual services to meet W-2 program two parent guidance. Also, the refugee E&T agency can provide additional bilingual services to the second parent and family members, outside of W-2 program requirements, which will prepare the entire family for self-sufficiency. Examples include:

- family cultural orientation
- bilingual trauma counseling
- family literacy training
- financial education classes
- parenting classes;
- information on US family law, etc

5. The W-2 FEP should work with the E&T case manager to help support these family services when possible. An example might be funding childcare while the W-2 participant and spouse attends ESL classes.
6. **Subsidized Placement** – Unless unsubsidized employment is immediately possible, the W-2 case manager and the refugee E&T case manager should work together to identify an appropriate CSJ, W-2 T, or Trial Job W-2 job position. While the W-2 agency does the W-2 program placement, the refugee E&T agency can help greatly by providing bilingual job development, plus working with community contacts to help identify suitable bilingual employment positions. The W-2 agency and the refugee agency must coordinate W-2 placement follow-up, and the refugee E&T agency can help the FEP address cultural issues at the work site.
7. **Unsubsidized employment** – The W-2 agency and refugee E&T agency should coordinate to identify unsubsidized employment placements that the applicant can perform. Bilingual job development activities, often targeted at employers with previous positive experience hiring refugees, have been the most effective tool for placing refugees. Bilingual job developers must have the flexibility to assist with job applications, interviews and to translate at the job site to ensure initial understanding of tasks and exceptions, translate safety information and resolve problems. While the W-2 agency does W-2 program placement, the refugee E&T agency can help greatly by providing bilingual job input plus working with community contacts to help identify suitable bilingual employment positions. Both case managers are able to indicate refugee work participation and placements in their performance reports.
8. Education, disability follow-up and other activities, which may be necessary to obtain citizenship, are appropriate for inclusion in the employability plan. The refugee E&T agency will ensure that, after a year, the refugee will complete an Adjustment of Status application, and that the refugee has/will be enrolled in a citizenship program that leads to application and testing for citizenship.